

Connecting to BGSU's Blackberry Enterprise Server (BES)

In order to connect to BGSU's Blackberry Enterprise Server (BES), you will need to have the appropriate plan from your wireless provider. You will need to tell the provider that you wish to connect to BGSU's BES and they will have to set you up with the Blackberry Enterprise Unlimited data plan. **(This is generally around \$45 per month. If you have the Blackberry Internet Service (BIS) for around \$29.99 per month, you can still get your email by following the instructions in your manual. The BIS will allow you to receive your email every 15 minutes or so.)**

After you have the appropriate plan, you will need to have an account created. This can be done by e-mailing tsc@bgsu.edu and requesting access to the BGSU BES server. The TSC will take your contact information and send the incident to a technician.

Once the technician completes the work, you will receive an e-mail invitation. This email has the password required to connect to the BES.

You will then need to go into your phone Options, Advanced Options, Enterprise Activation. You will enter in your email address (username@bgsu.edu), and then the password from the email message (this is different than your regular password).

After you enter in your email address and password from the email message, click the menu button and select Activate. This process could take as much as 30 minutes, and at times may appear to stop working. However, it is important to let the data sync until it says it is complete or you receive an error message.

See http://na.blackberry.com/eng/support/enterpriseactivation/#tab_tab_stepbystep for an illustrated guide of the enterprise activation sequence.

If after going through this process, you are still having problems connecting, please contact the TSC at 419-372-0999 for further assistance.